



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Supporting Provider Readiness for Direct Bill

Bureau of Developmental Services

January 2023

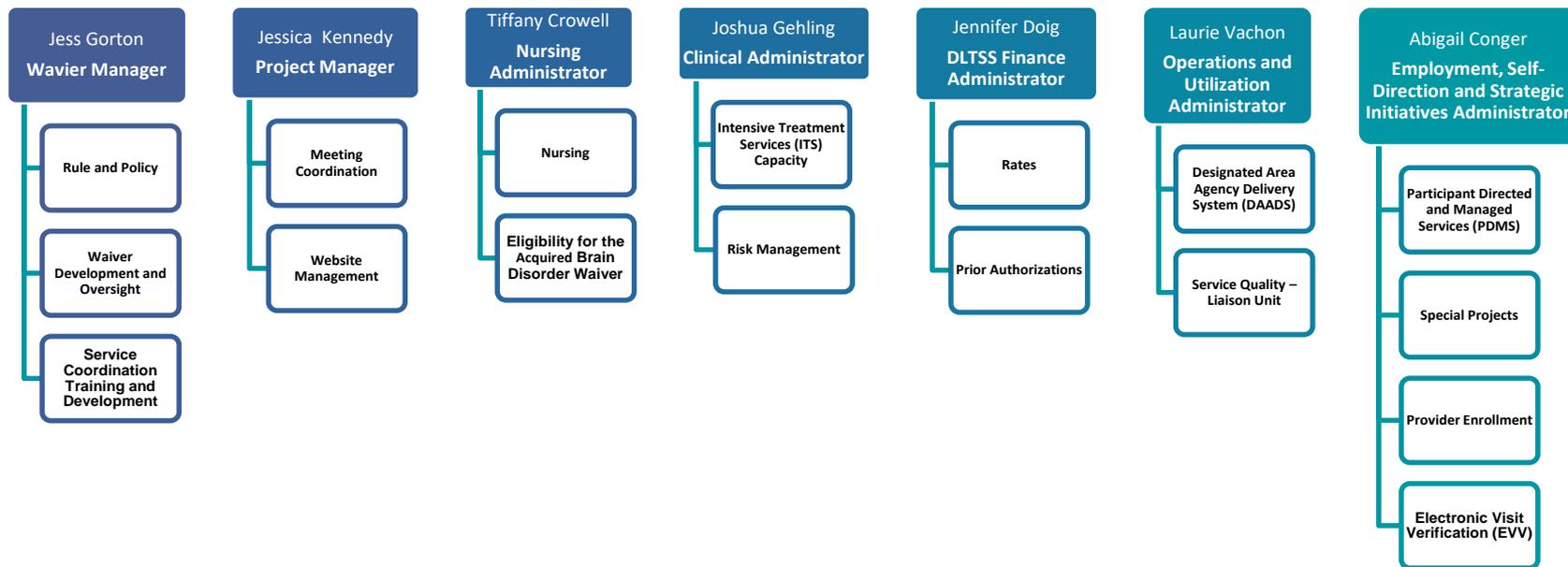
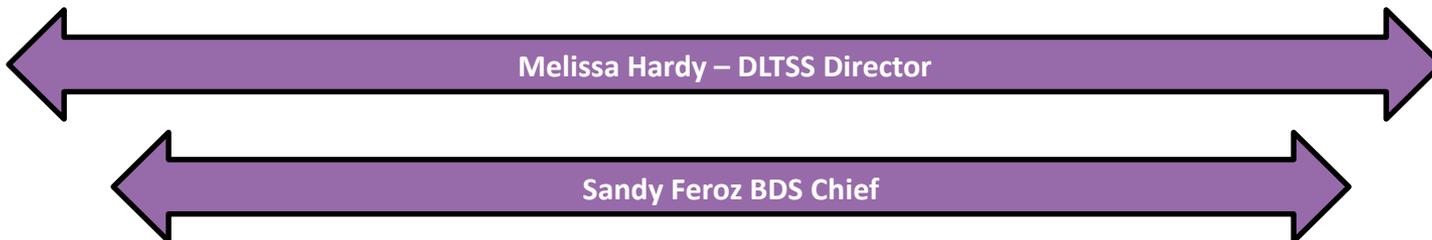
Topics for this Meeting

1. BDS Team Leads Overview
2. Provider Enrollment
3. DAADS Functions Overview
4. Policy Updates
5. Provider Survey and Website Overview
6. Question and Answer

BDS Team Leads Overview



BDS Team Leads Overview



BDS Team Leads Contact Information

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Provider Enrollment

All providers providing services, including all Area Agencies, for individuals under the Developmental Disabilities (DD) Waiver, In-Home Supports (IHS) Waiver, and/or Acquired Brain Disorder (ABD) Waiver must be a Medicaid enrolled provider, whether they intend to bill directly or not.

New Hampshire MMIS Health Enterprise Portal Jan 23, 2023
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Home Program Member Provider Documentation Directories

Provider Enrollment Print | Help

* Required Field

Become a Billing Provider
If you would like to become a Billing Provider for New Hampshire Medicaid, please complete the appropriate online application. If you are a billing group or individual applying with a Federal Employer Identification Number (FEIN), please select the [Group Provider Enrollment](#) link below.
If you are an Individual billing provider that does not have an FEIN and would be applying with your Social Security Number (SSN), please select the [Individual Billing Provider Enrollment](#) link below.
If you have questions, please contact Provider Enrollment at (603) 223-4774 or (866) 291-1674, Monday through Friday, 8 am - 5 pm EST.
[FAQ](#)
[Instructions](#)
[Group Provider Enrollment](#)
[Individual Billing Provider Enrollment](#)

Application Status
To check the status of your New Hampshire Title XIX Program Provider or Trading Partner Application, use your Application Tracking # and click the SUBMIT button.
*Application Tracking # **Submit**

Recall Provider Application
To recall an application that you have partially completed, enter your Application Tracking Number, and SSN / FEIN and click the SUBMIT button.
*Application Tracking #
*SSN/ FEIN **Submit**

Become a Non-Billing Provider
If you would like to become a Non-Billing Provider for New Hampshire Medicaid, please complete the appropriate online application.
Non-Billing Individual Rendering Providers are providers who, through an affiliation with a billing provider, render services for New Hampshire Medicaid members. Please select the [Non-Billing Rendering Provider Enrollment](#) link below.
Non-Billing Individual Ordering/Referring/Prescribing (ORP) Providers are providers who enroll for the sole purpose of ordering, referring or prescribing supplies, services and/or

Recall Trading Partner Application
To recall an application that you have partially completed, enter your Application Tracking Number and SSN / FEIN and click the SUBMIT button.
*Application Tracking #
*SSN/FEIN

Provider Enrollment Portal

<https://nhmmis.nh.gov/portals/wp/s/portal/ProviderEnrollment>

Conduent Provider Relations

Email Address:

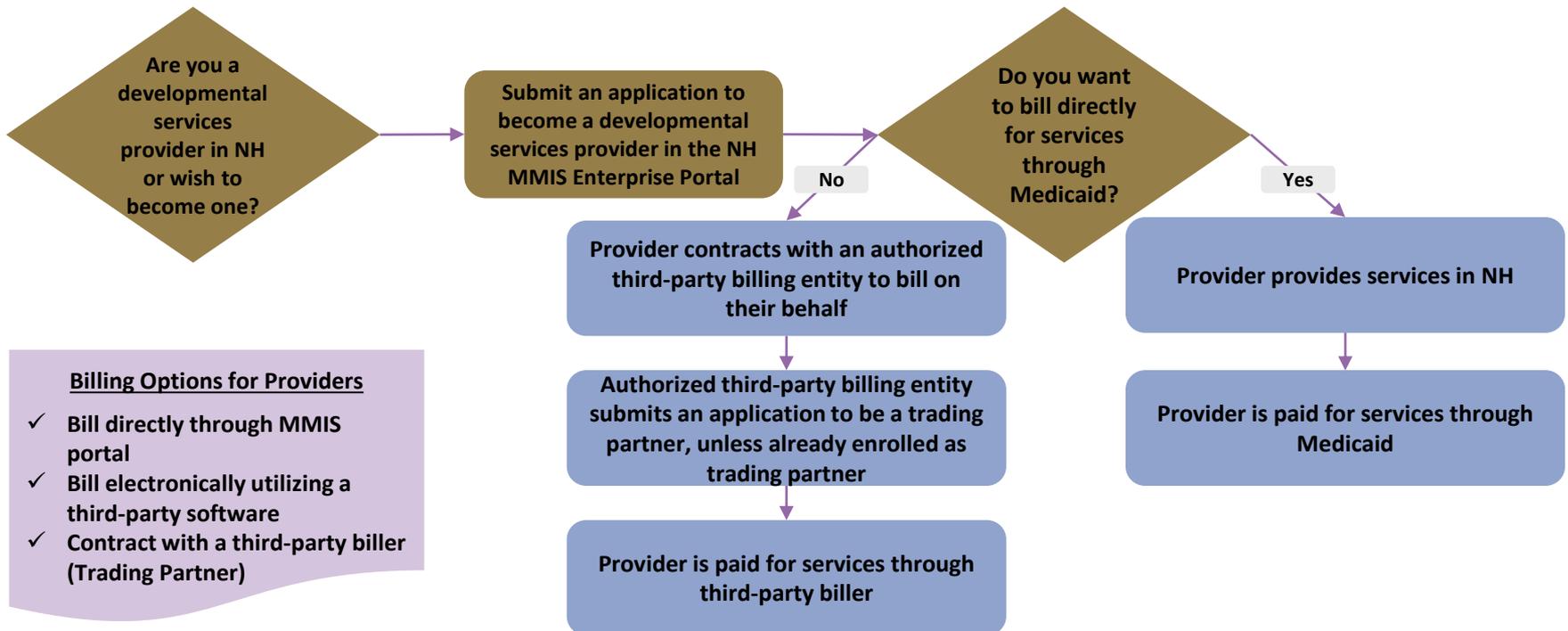
nhproviderrelations@conduent.com

Office Phone: 1-866-291-1674

Delays in submitting your application may impact your ability to bill for services July 1, 2023. **Please get applications in as soon as possible!**

Provider Enrollment Application Decision Tree

As a reminder, while all providers must enroll as Medicaid providers, they can still contract through a third-party billing entity



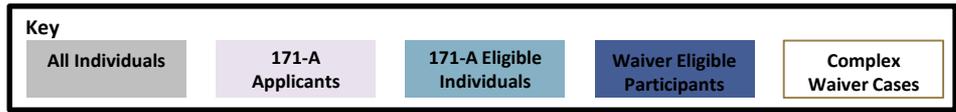
Trading Partners

- If a Trading Partner/Billing Agent will be submitting claims on your behalf:
 - ✓ The third-party must be enrolled as a trading partner
 - ✓ The following documents will be required:
 - ✓ Billing Agent Agreement
 - ✓ ERA Application
 - ✓ Letter indicating requested transactions
- The trading partner must be linked to your NH Medicaid ID or Application
- The Trading Partner/Billing Agent must complete EDI testing
- Approved List of Medicaid Trading Partners

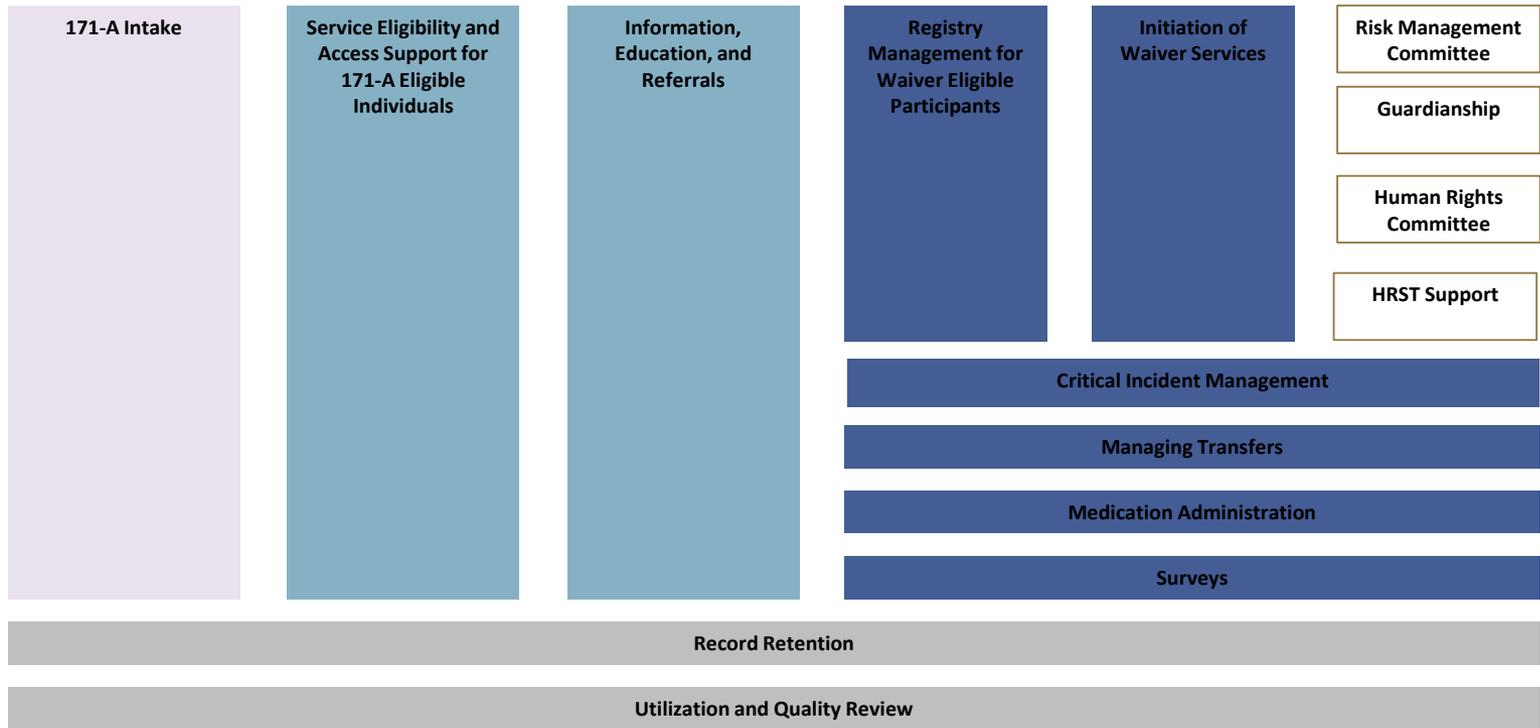
DAADS Functions Overview



DAADS Summary



DAADS functions include activities across the 171-A and Waiver service intake and delivery process.



Policy Updates



Policy Updates

BDS is in the middle of a series of policy updates that will support direct bill and lay the groundwork for future system improvements.

He-M 503

- This rule is operational. It outlines expectations for area agencies and service coordinators throughout intake, eligibility, and service planning.
- Some language in this rule may be outdated, unclear, or misaligned with how people do their work.
- Key updates include:
 - ✓ Streamlining operational timelines
 - ✓ Clarifying roles and responsibilities between service coordinators and area agencies
 - ✓ Modernizing the ISA process and format so that the ISA is more accessible for families and person oriented

HE-M 505

- The rule is structural. It outlines the governance structure and role of area agencies within the DD system.
- Some language in this rule does not closely align with changes being made related to direct bill
- Key updates will likely include:
 - ✓ Updating language to align with Direct Bill
 - ✓ Working to incorporate detail about area agency Medicaid administrative functions (DAADS)
 - ✓ Revising the requirements related to providers contracting with area agencies

Other Rule Developments

- New rule language is needed to make sure that expectations for providers are documented and in effect.
 - ✓ Once providers begin to enroll with Medicaid and bill on their own behalf, area agencies will have less direct oversight over providers.
 - ✓ BDS is working on language related to expectations for providers, information sharing between providers and area agencies, and processes for provider noncompliance.
 - ✓ BDS' goal is not to increase administrative burden for providers, but to ensure that fair oversight structures are in place.

Pass Through Policy

Pass Through Policy

- To minimize unnecessary administrative burden, BDS plans to utilize federal allowances for “pass through” payments for specific, non-direct care based services
- Under the Organized Health Care Delivery (OHCDS) structure.
- For some services, like one-time services for home modifications, contractors complete the work, and requiring them to enroll as Medicaid providers would likely cause some of these entities to stop supporting BDS services.
- To reduce the impact of access to services for individuals receiving waiver services, BDS has working with Conduent and DHHS provider enrollment to finalize guidance regarding these payments and which services would be eligible.
- Guidance will be sent out to all providers the week of January 30.

Supporting Readiness



Provider Readiness Survey

- BDS will release a survey this week designed to collect information from service providers regarding their compliance and training readiness for Medicaid direct billing and conflict-free case management.
- BDS will use this information to inform policy, provide support, and deepen the Department's understanding of where providers currently are in the compliance process.
- The survey will be sent to all Executive Directors through email today, **January 25th** and we would like all providers to complete the survey by Monday, **February 13th** .
- While this survey is not mandatory, data collected will help BDS ensure we are providing relevant training and resources to support a successful transition this July.

Provider Readiness Survey Link

https://www.surveymonkey.com/r/?sm=wEbAz80sZT_2B_2F1f5J57mg6A_3D_3D

BDS Systems Work

Information about and results from a review of Department of Health and Human Services (DHHS) operations and programs, conducted by Alvarez & Marsal – Public Sector Services (A&M).

Throughout the fall of 2020, the New Hampshire Department of Health and Human Services (DHHS) underwent a review of operations and programs. This review was conducted by Alvarez & Marsal – Public Sector Services (A&M). The intent of the review was to identify opportunities for DHHS and its programs to more effectively and efficiently support the citizens of New Hampshire.

The DHHS Bureau of Developmental Services (BDS) worked with A&M to [review the developmental disabilities service system](#) in New Hampshire. The review included data collection, a review of policies and procedures, interviews with State staff, and a comparison of the current program structure to trends in developmental disability services across the country.

The review identified opportunities for BDS to update several areas key to how individuals and families access services and supports, as well as opportunities to ensure an adequate provider network to provide the supports necessary to serve individuals and families in New Hampshire. Specifically, the review identified the following areas:

Stay Engaged & Informed

BDS Systems Work Stakeholder Engagement

BDS Systems Work Public Information Sessions

Systems Work: Summer 2022 Supports Intensity Scale Adult Version Assessment

BDS Systems Work - Rate Setting Cost Report Information

Developmental Services

Provider Information and Resources

Becoming a Medicaid-Enrolled Provider in New Hampshire

Under federal regulations from the Centers for Medicare and Medicaid Services (CMS), providers must have the option to bill for services directly through the State's Medicaid Management Information System (MMIS) or use a third-party biller.

All providers providing services, including all Area Agencies, for individuals under the Developmental Disabilities (DD) Waiver, In-Home Supports (IHS) Waiver, and/or Acquired Brain Disorder (ABD) Waiver must be a Medicaid enrolled provider, whether they intend to bill directly or not.

- Visit [NH's MMIS Health Enterprise Portal](#) to submit an application
- Entities interested in being a trading partner will also need to go through the enrollment process

Additional Resources

- [Direct Bill Memo to Providers - August 2022](#) 
- [Provider Enrollment Reference Presentation - Fall 2022](#) 
- [Provider Enrollment FAQ - Fall 2022](#) 
- [2022 Provider Enrollment Webinar Recording](#)
- [2020 Provider Enrollment Webinar Recording](#)
- [BDS Waiver Services \(Specialties\)](#) 
- [MMIS Claims Submission Overview](#) 
- [MMIS Claims Submission Overview Recording](#)
- [List of Medicaid Enrolled Trading Partners](#) 

Website Link:

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work>



Next Meeting
February 22, 2023
10-11:30 AM

Questions, Comments, or Concerns?